

3-TIER SYSTEM

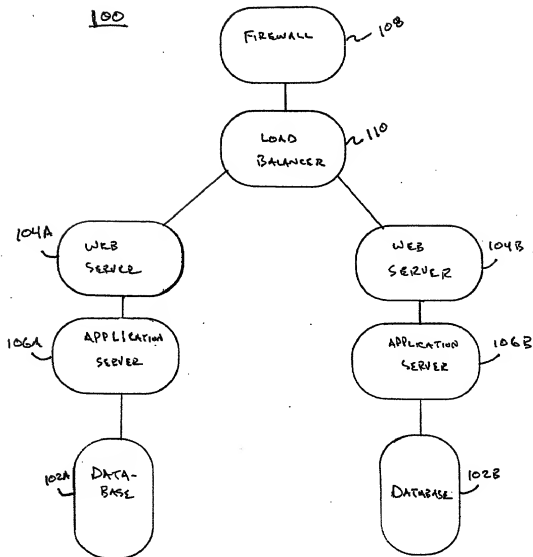


FIGURE 1

200

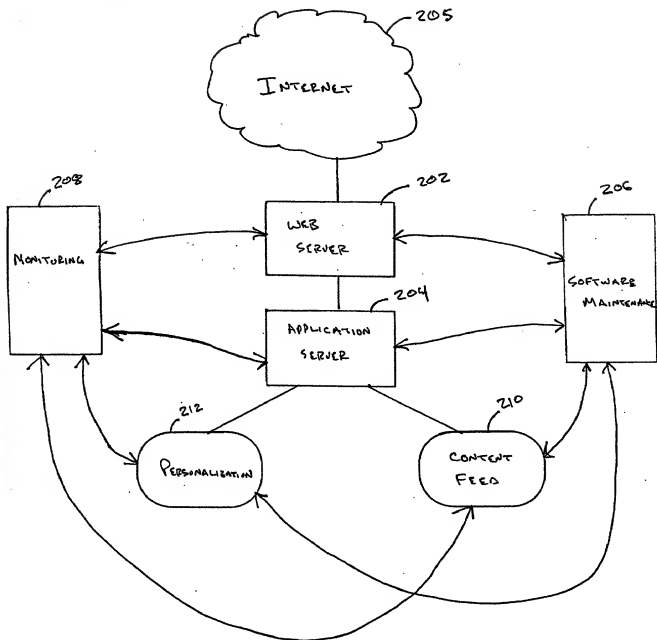


FIGURE 2

0976652.070901

09766652-070901

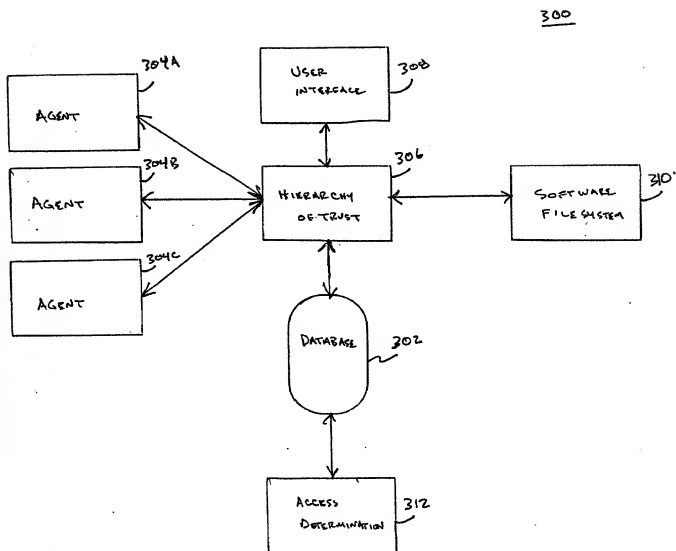


FIGURE 3

CUSTOMER ROLE PACKAGE

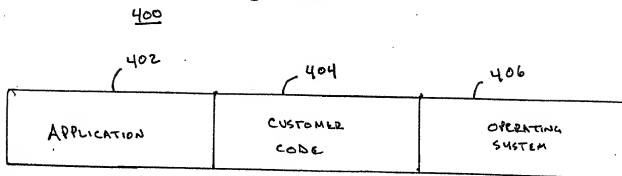


FIGURE 4

ROLE-CENTRIC MODEL

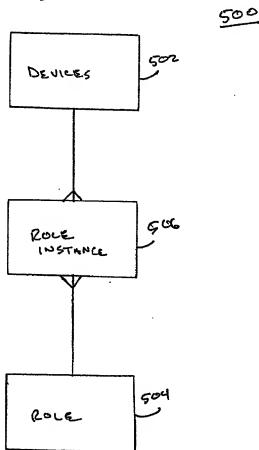


FIGURE 5

SERVICE-CENTRIC MODEL

600

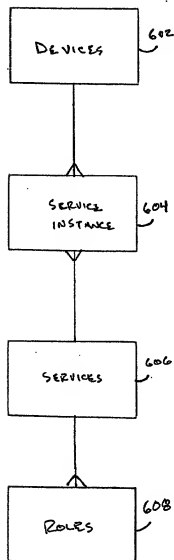


FIGURE 6

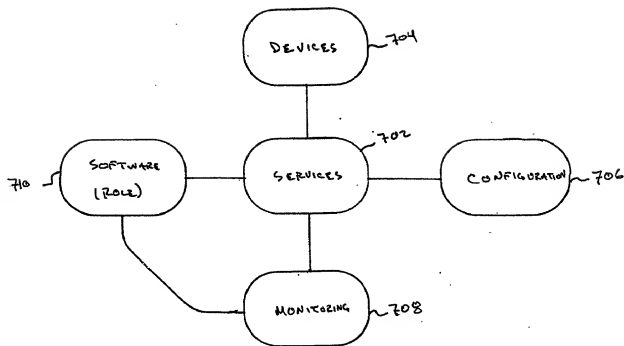


FIGURE 7

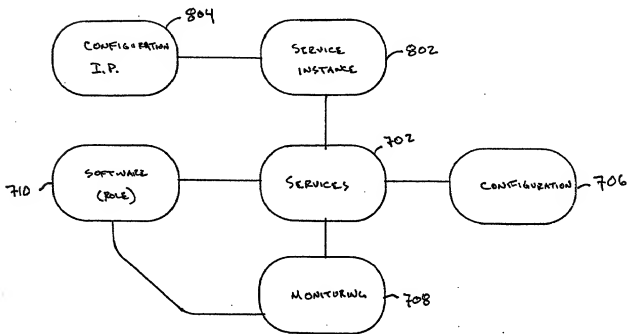


FIGURE 8

09766652-070901



09766652-070901

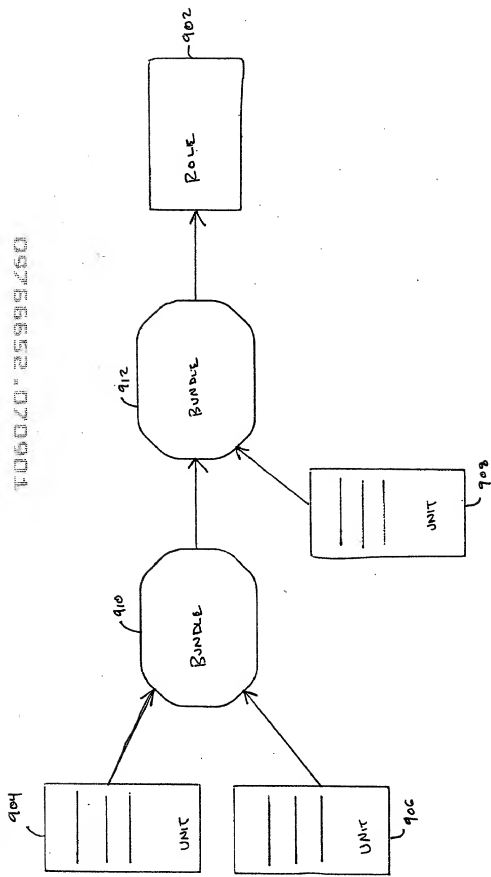


FIGURE 9

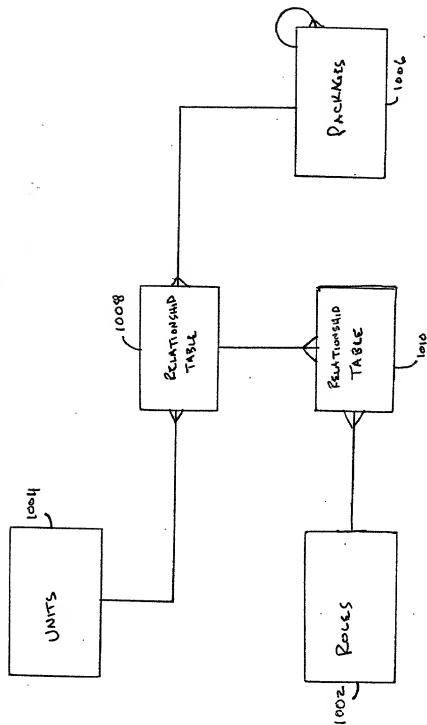


FIGURE 10

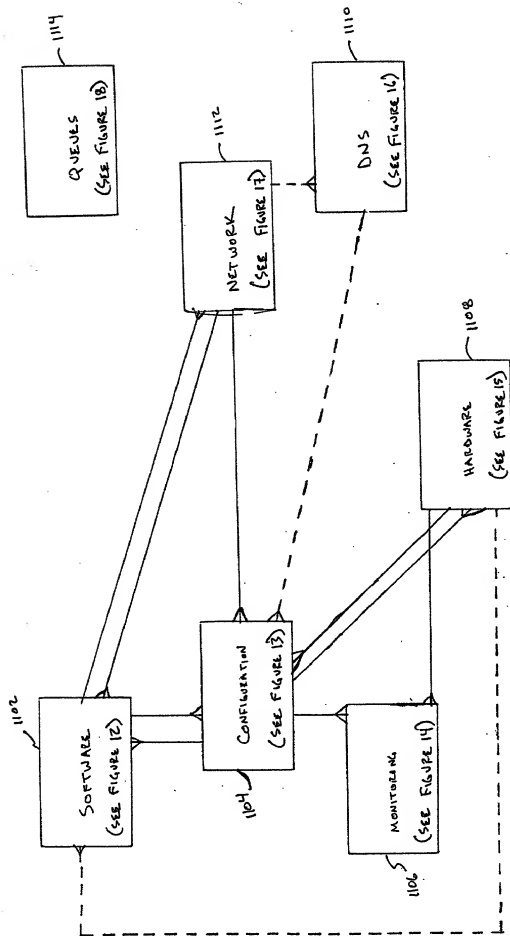


FIGURE 11

SOFTWARE 1102

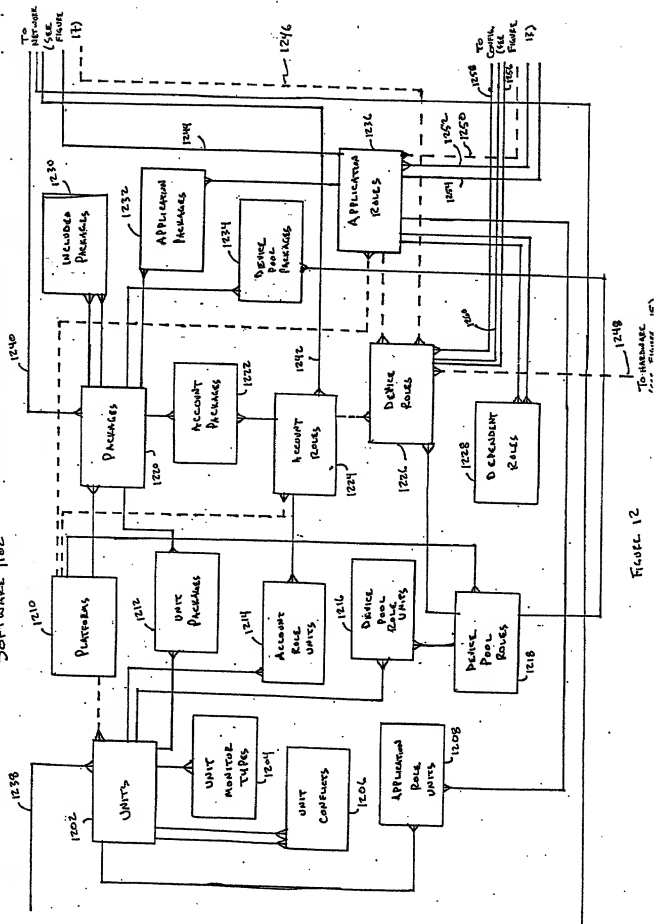


FIGURE 12

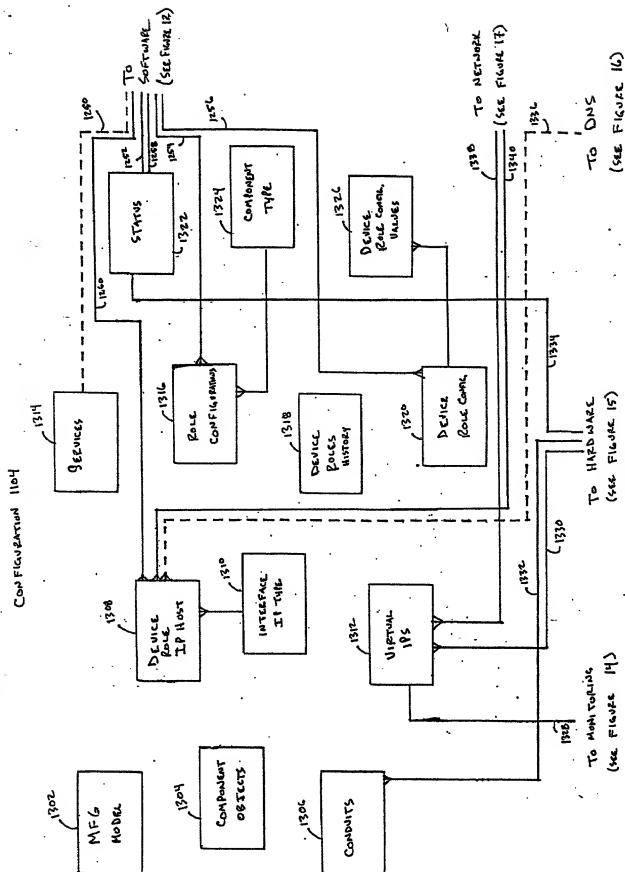
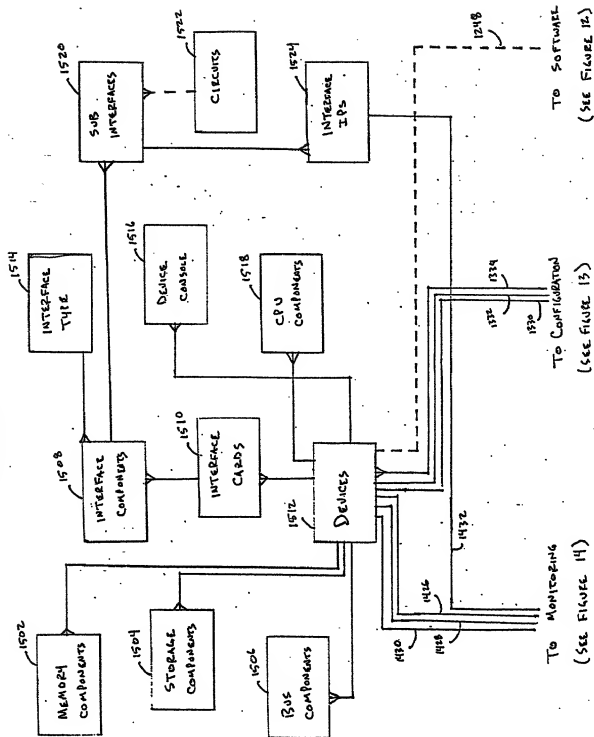
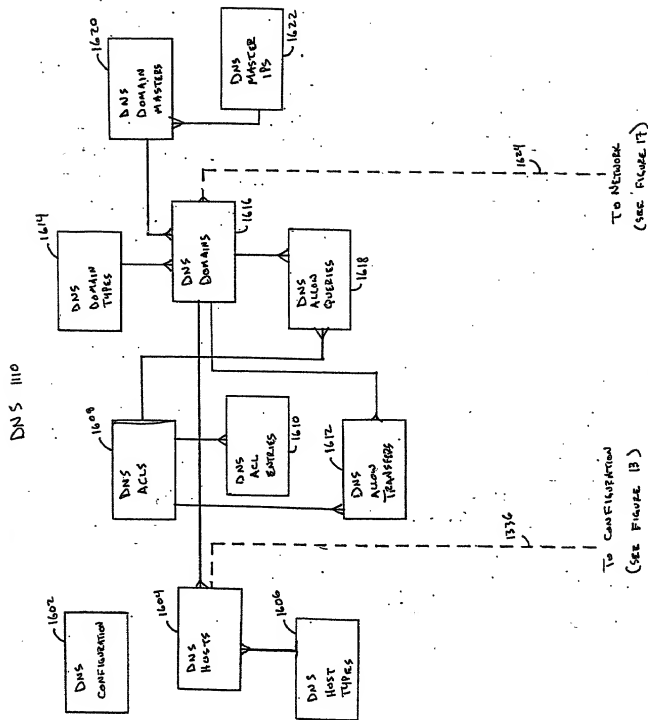


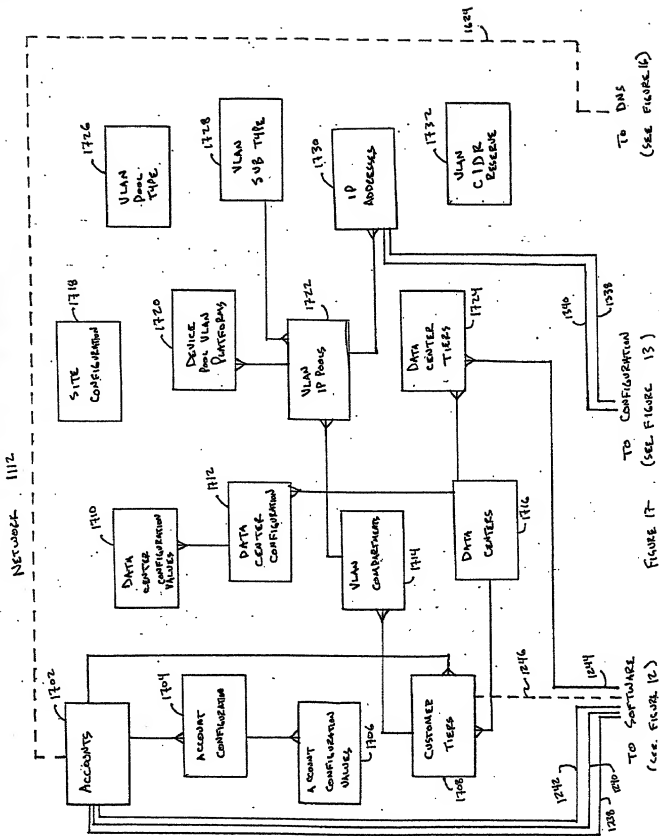
Figure 13

HARDWARE 1108



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QUEUES 1114

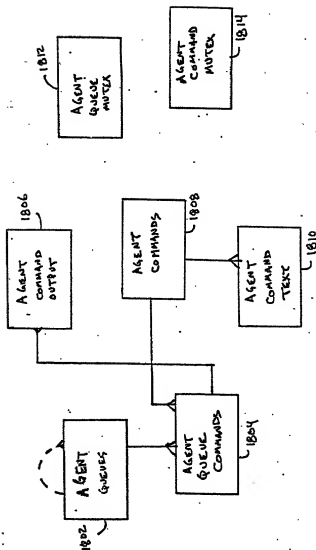


FIGURE 18